



Round House Café Customer Feedback

Questions, Comments and Answers; Holidays 2015



Kudos & Klouts, including Customer Comments and/or Suggestions from the November 2015 Café Focus Group Meeting

- Saw an employee hug a guest with gloves on and went back to work, but didn't change gloves
- Running out of oatmeal again. A lot. *(We increased production again now that outdoor temperatures have dropped.)*
- Can we put the Cinnamon back in a shaker? It's very powdery and dusty taking out of the glass jar *(Yes, we did)*
- Just a "side" of something, portions are too small for the \$1.39 price
- Pork portion too small, too greasy, and too pricey at \$4.79 – portion control and pricing consistency in general *(Must have been a bad piece(s). We'll take a do better slip on that)*
- Starbucks coffee doesn't taste like real Starbucks
- Need more cooks in the morning for faster service *(We try to add extra help when the rush comes. Believe it or not, the average wait time during the peak of the morning rush is about five minutes).*
- Staff seems to be in a hurry to clean up and get out after breakfast *(Customer service training point to be sure).*
- Staff needs to smile more – (several comments)...and...Fantastic staff, great customer service, plenty of smiles
- When you have specials, make sure the sides are included *(We have been emphasizing this to the staff & cashiers)*
- Can we get an espresso machine that doesn't break down all the time? *(Amen, and we're working on it!)*
- Don't like the smell of curry when you have the spicy foods
- Get rid of the clear small containers – bagels melting them
- Fresh pineapple sometimes cut on the same board as jalapenos – too spicy hot *(We have specific boards for specific items)*
- Lemons getting the onion flavor from the cutting board again *(Ditto)*
- Ordered a bean and cheese popover – got in to go container, and didn't notice till they got back – only popover
- Tortillas are sometimes undercooked, especially doughy around the edges (several comments)
- Sometimes the Cream of Wheat, Grits and/or Oatmeal are watery *(Fresh batches are watery; as they sit, they thicken)*
- The last two times we ordered balloons you out of helium *(We now have two tanks of helium so when one is out, we will get it re-filled – and hopefully never be out of helium again!)*
- Plasticware dispenser needs dusting *(the napkins create dust in the area of the dispensers. We will do better.)*
- During high traffic times, eggs sometimes can be runny *(Discussed this with staff).*
- "Seasonal Fruit" on catering was horrible on the last catering – white, flavorless
- Provide cashiers with a sheet of barcodes for such items *(Great idea! We will see what we can do!)*
- Café email – send an afternoon "Tomorrow in the Café" version *(Another great idea! We started immediately)*
- Have a "customer's always right" button – *(We definitely want to send the customers away happy and are training staff & cashiers to do so whenever possible)*
- Toaster settings are always moving. Perhaps show "photos" of "Most productive setting" *(which is all lines point to 3 pm!)*
- Need dates on grab and go yogurt parfaits and puddings
- Can we get a bigger variety of energy drinks *(oft times the issue is what is available through our suppliers)*
- Have more high protein snack options (perhaps some stuff packaged by ARAMARK) – Chicken Nuts & Cheese for instance
- Need a special catering menu for the holidays – special stuff *(Coming soon, stay tuned!)*
- More fresh fruit – peaches, pears – more oranges – always too many apples
- Have Chimichangas and/or Ribs more often, would be nice – not necessarily Bronto, but any ribs *(served ribs and Chimis both since this suggestion)*
- Have quarts of milk and/or at least 16 oz size. 12 oz bottles not big enough
- Suggest Hawaiian snacks – Fried Spam, Rice, Eggs: Spam Masubi – like a sushi; or pineapple sauce on breaded chicken
- Grab and Go supplies always seem to be just about gone near the end of the day – sparse selection
- Customer suggested Caribbean or South American day and sent recipes to consider *(we will probably do this)*
- Love your Cream of Tomato Soup. Can I get the recipe? *(Yes, we sent it to you and a few others who asked!)*
- Thank you for letting ECS use the Round House to host GIS (Global Information System) Day. *(Glad to help)*
- I forgot to pay for my lunch today! I'll be in tomorrow morning – is that OK? *(Yes, and thanks for your honesty!)*
- Lemon Artichoke Chicken was dry and cold; rice was clumpy *(We gave you a replacement coupon)*
- The new chicken tenders seem processed, rather than all chicken. Please bring back the old ones. *(Working on it...)*
- Salisbury Steak tastes good, but last round was way too small for \$4.59 *(indeed, we got the portions wrong. ☹ We'll do better next time)*
- Are soup containers supposed to be empty at noon? *(Colder weather = need to make more soup! We're adjusting production)*
- Catered burgers were great – but there wasn't any ketchup!
- Thanks for all of the bake sales and other department events. We appreciate the variety of activities in the Café.
- Your Deli clerk (Jesuz) was very friendly...and helped me pick something else when you were out of croissants for the special
- Watch the salt – some items are way too salty, like the tortillas.
- We are truly blessed to have the Café...food & service are great...especially compared to the last place I worked...

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov
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